
THE COWTOWN GAZETTE

JUNE 1998

PUBLISHED BY GSA, FORT WORTH CUSTOMER SERVICE CENTER



This information is brought to you by the Fort Worth Customer Service Center of the General Services Administration (GSA). We want to provide you with up-to-date information on projects and events which may affect you our customer. This unofficial publication is distributed quarterly. If you would like to share information or an item of interest with your fellow readers, please submit your article for the next publication by the 15th day of the months of February, May, August, and November. Call us at (817) 978-2856 for information.



Ms. Irene Flores was selected “Employee of the Quarter” from the downtown office because she is always willing to help her coworkers and to accept extra duties. She is a hard working person, always looking out for the well being of the employees and this office. Irene is always willing to help, listen, and do what she can for her coworkers, managers, and especially our customers. She always has a smile for you. Congratulations Irene.



Mr. Paul Reese has been selected for Employee of the Quarter at the FWFC. Paul is a hard working, dedicated person who goes out of his way for both customers and fellow working employees. While interacting with different people he does what ever it take to please everyone around. He is one of the driving forces that makes this office shine. Congratulations Paul.



RECYCLING UPDATE

The following savings have been realized by the Fort Worth Customer Service Center area through March of 1998:

3,416 tons of paper recycled.

58,072 trees.

10,248 barrels of oil.

11,273 Cubic yards of landfill.

It's working! Thanks for your continued support of this energy saving program.

Remember to use the last page of this newsletter to help us improve the quality of our service to you.



Satellite Dish

Satellite broadcasts can be received in several GSA training and conference rooms via a satellite dish which has been installed on the roof of the FOB. For information contact Shirley Rhomer at (817) 978-7086.

Bulletin Boards

If you have an item of interest you would like to share with your fellow coworkers or something you would like to sell, there are bulletin boards placed for your use. In the

Fritz G. Lanham Building the board is located in the corridor outside of the 7th floor snack bar. At the Fort Worth Federal Center, the bulletin board is in Joe's Snack Bar in Building # 23. Although these boards are for your use, there are some rules which apply so all items must be submitted to the Fort Worth Customer Service Center for date stamp and approval. In the Lanham building please submit to Room 14B06 and at the FWFC to Building #52.



Under The Tower

The USDA Natural Resources Conservation Service is hosting their Fourth Annual Fort Worth Diversity Day Celebration under the tower at the Fort Worth Federal Center, Tuesday, June 9th. This event always has foods from diverse ethnic backgrounds and is a celebration of the diversity of the federal workplace. For more information visit the NRCS homepage at <http://www.ftw.nrcs.usda.gov/diversity.html>.

The water tower area, at the Fort Worth Federal Center, is available for your agency's use. The tower has a bandstand in a scenic park area perfect for meetings, working lunches, picnics, award ceremonies, etc. Please contact the Fort Worth Customer Service Center at 334-5521 for details and reservations.

Be careful about reading health books. You may die of a misprint.

— Mark Twain



Pictured from left are: Federal Police Officers David Hall, David Pridgen, and Scott Young and Ft. Worth PD officers Dave Collins and Walter May.

Bike Police ~ by David Pridgen and Cindy Bruce

The Federal Protective Service Police Bike Patrol is running smoothly these days. The unit was started in July, 1997 as an enhancement to the Federal Community. Faster response times and maximum exposure have made the Bike Patrol a valuable asset to the Federal Protective Service.

The officers chosen for the patrol were trained by the Fort Worth Police Department's Bike Unit and accredited by the Law Enforcement Bicycle Association. The 40 hour course of instruction was a source of great pride for the officers. The training included bicycle rides of 15-20 miles daily, a firearm course, bicycle maintenance, nutrition and riding techniques. The Fort Worth Police Officers pictured above are instructors at the school. They constantly check on their former students and encourage them to use all safety equipment and proper riding techniques. On a number of occasions the FPS Bike Officers have worked side by side with the Fort Worth Bike Units.

The FPS Bike Unit covers all properties serviced by GSA in the Central Business District of Fort Worth. The Officers take their jobs to heart and enjoy assisting all the agencies they serve. The goal of the Bike Patrol is to better serve and protect the entire federal community. If you have any comments or suggestions concerning this program, please contact: Captain Dwayne Andrews at (817) 334-5728 or by e-mail on the Internet at: Dwayne.Andrews@gsa.gov.

VITAL LINK PROGRAM

The Fort Worth Independent School District will be hosting a special Vital Link Summer Intern Program during the week of July 13-17, 1998, which will include 12 or 15 students to be selected from a variety of local middle schools. The Vital Link Program helps children make a successful transition from the school yard into the federal government workplace. Through this program, government volunteers give students a look at our agencies and our business environment.

Vital Link is open to all agencies wishing to participate. If your agency is interested in participating in the summer intern program or you have any questions or need additional information, please call Deidra Dennis at 817 334-5762 by June 23, 1998.

FPS Storefront

The Federal Protective Service, in concert with the Public Buildings Service, undertook an initiative to bring the Federal Protective Service closer to our customers.

We are pleased to announce that our vision for a more "Community- Oriented" enforcement agency is coming to fruition. FPS/PBS is planning a Grand Opening of the first-ever FPS Storefront, at the Lanham FOB sometime next month.

The FPS Storefront is located directly across from the SSA office on the first floor lobby.

The concept behind this new Community Policing effort originated as a result of FPS/Region 7's reinvention initiative which will allow building occupants, visitors and our taxpayers direct and immediate access to our Uniformed Federal Police Officers, and any other part of the FPS Service line. The Storefront was designed to offer the customer information on law enforcement/security matters, answer any and all questions they may have, provide a repository for information that may help us solve crimes, and offer crime prevention information, direction, guidance and brochures.

All in all, it is our hope that we will be better suited to provide for our customers security needs.

We encourage everyone to drop by and visit with our Police Officers to discuss any issues they may have--you'll have to bring your own donuts...

Our hours of operation will be 0730-1800,M-F.

The telephone number at the Storefront is (817) 978-0317.

Captain Dwayne Andrews at (817) 334-5728 is the Point Of Contact for the Storefront and will be happy to answer any questions.

Canada Quiz

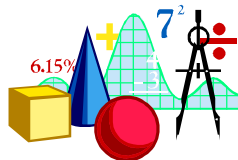
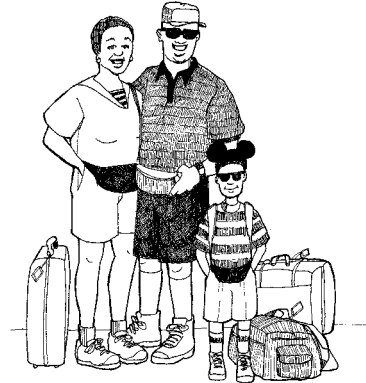
Native or neighbor, the following quiz will test your knowledge of Canada. *(answers on page 16)*

1. What superhero was created by Toronto Star artist Joe Shuster in 1938?
2. St. John's, Alberta, has the distinction of being home to the world's only what?
3. Name one of two internationally popular games that were created by Canadians.
4. What Canadian rock'n roll star first sold more than one million copies of an album in his or her home country?
5. What event occurred in Corbeil, Ontario, on May 28, 1934?
6. Which animal is a symbol of sovereignty for the nation?
7. Name at least two Canadian comedians who starred on the late night television Program "Saturday Night Live."
8. What is the single most widely used Canadian invention?
9. What is special about the Trans Canada Highway?
10. What is the only walled city in North America?

Don't Let Crime Ruin a Vacation

Tourists make tempting targets for thieves and other criminals. To keep your family from being targeted while on vacation, the National Crime Prevention Council offers the following tips:

- Don't display expensive jewelry, cameras, bags or other items that might attract attention.
- Check maps before venturing out so you can tour confidently.
- Stick to well-lit, well-traveled streets at all times.
- Always lock your car when it is parked, even if the stop is brief.
- Don't advertise the fact that you are a tourist by leaving maps and guidebooks on the seat or dashboard of a parked car.
- Stick together and keep a watchful eye on small children.
- Make certain kids know the name and address of your hotel and agree on a meeting place if anyone gets separated from the group.



Projects:

Fritz G. Lanham Federal Office Building (FOB)

We reported in the March issue of the Cowtown Gazette that the Corps of Engineers currently located in Dallas would be relocating to the 13th floor of the Fritz G. Lanham Federal Building in Fort Worth by the end of the fiscal year. This project has been canceled and the Corps of engineers will remain at their current location in the Santa Fe Federal Building, 1114 Commerce Street, Dallas, Texas.

Phase III of the SSA OHA space alterations on the 9th floor of the Fritz G. Lanham Federal Building was completed in February 1998. The Social

Security Administration personnel have worked well with the GSA Project Manager, Don Katcher, resulting in an exceptional product being delivered with a minimum of disruption to the agency. They have currently requested some additional finishing elements in the form of drapes, a folding partition and a new doorbell (buzzer) system be added to their space. GSA is working diligently on providing these items to the SSA.

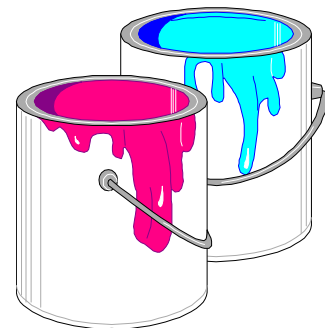
The Corps of Engineers is on the move. Alterations are ongoing on the 3rd and 4th floors. GSA is preparing cost estimates for future phases of work as quickly as we receive them from our Corps representatives. The Corps has a vigorous remodeling schedule until August of 1998. GSA is working closely with Corps representatives to meet their construction needs. When the construction is completed on the 3rd and 4th floors, the Corps will be releasing their space on the 6th and 13th floors.

GSA, FSS recently vacated some their space on the 6th floor and moved to the 7th floor in the area recently vacated by FTS. GSA welcomes FSS to their new space and hope the enjoy the change in scenery.

The Fort Worth CSC currently has awarded a contract for repairs to the electrical switch gear equipment at the FOB, the USCH and the Fort Worth Federal Center. These repairs were identified during the recent electrical switch gear preventive maintenance process. Work is scheduled to begin the weekend of May 15, 1998. And continue until the end of June 1998. There will be scheduled power outages in all these areas. GSA will give the agencies adequate notice of all outages so that they can make the appropriate arrangements. Thanks for working with us to accomplish this much needed work. GSA could not do it without your help and cooperation.

We completed the concrete beam repair in the basement of the FOB. The beam was damaged due to exposure to water leaking from the patio above. The patio area was also sealed and a cap installed on top of the granite wall.

Space alterations are completed and the Fort Worth Federal Credit Union has taken occupancy of some additional space on the 7th floor of the Fritz G. Lanham Federal Building. Work on this project went smoothly and that Credit Union was able to move into their new space by April 1, 1998. The Fort Worth CSC would like to thank the Credit Union representatives for the patience, endurance and cooperation during the course of this project.

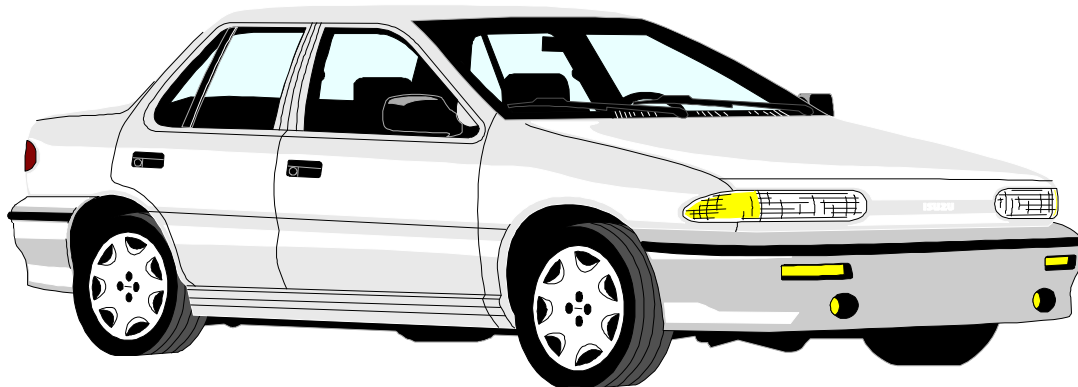


Space alterations were completed on the 10th floor of the FOB for the Railroad Retirement Board. They expanded the space they currently occupy. It was a pleasure to work with these individuals. The project went smoothly and they are happy with the final results.

Work was completed on the 1st floor for the Federal Protective Service. They set up a store front operation in the office area directly behind the magnetometers located on the Taylor Street side of the Federal Building. Perhaps you have seen more activity in this area lately?

Space alterations have commenced on the 10th floor of the Fritz G. Lanham Federal Building for the National Weather Service. They are expanding their space. They are working closely with Robert Neaveill the Fort Worth CSC representative on this project.

Don Katcher is working with Sheree Boyd and Lill Jones on an Initial Space Alteration project for HUD on the 13th Floor of the Fritz G. Lanham Federal Building. The project is in the initial phase, however, if all goes well, HUD expects to take occupancy of this space by August 1, 1998.



FEDERAL PARKING GARAGE

Effective March 9, 1998, all entrances and exits to the Federal Parking Garage (FPG) will be available Monday through Friday during the following hours only:

MORNING HOURS - 6:00 A.M. TO 9:00 A.M. AFTERNOON HOURS - 3:00 P.M. TO 6:00 P.M.

However, between the hours of 9:00 a.m. and 3:00 p.m. Monday through Friday, the Federal Parking Garage will be closed and locked on a permanent basis. The Lamar Street entrance, southwest corner of FPG, will be accessible by your ID access card only between the hours of 9:00 a.m. and 3:00 p.m. A security guard will be posted there to verify ID cards. Failure to present your ID card may result in no admittance into the Federal Parking Garage.

From 6:00 p.m. until 6:00 a.m. the north (Texas Street) entrance and exit gates will still be accessible using your ID/Access card.

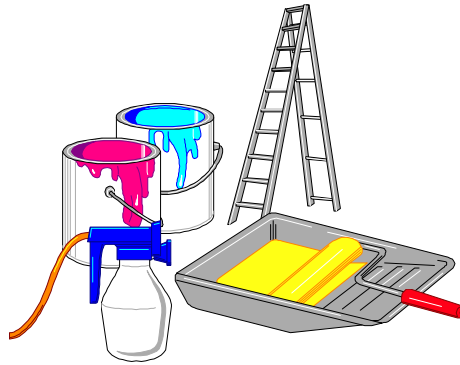
All are encouraged to ensure that their ID access cards work. For more information, or if you encounter a problem with this arrangement, please call Vida Franklin of the Regional Control Center at 978-2888.

Service Vehicles

If you need towing or a service company to service your vehicle at the Federal Parking Garage please contact the Control Center, at 978-2888, to inform them that these service vehicles are authorized to enter the FPG.

If you have any questions or problems concerning these matters, please call the Building Managers Office at 978-2856.

***The road to success is
always under construction.***



FORT WORTH FEDERAL CENTER (FWFC)

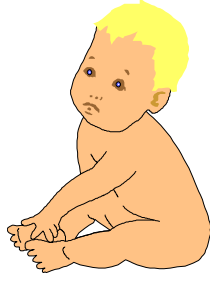
GSA completed the installation of a new air conditioning unit in the computer server room of building 40.

Space alterations will soon commence in Building 40. The agency has requested an additional office and storeroom be constructed in their existing space. GSA is currently working with the agency and a GSA space planner to determine their requirements.

A project is underway to create a space for FEMA to store some of their supplies by Building 20. The funding process for this project is in its final stages. As soon as these arrangements are finalized, GSA will proceed with the work.

***The world is moving so fast these days
that the man who says something can't
be done is generally interrupted by
someone doing it.***

*~Elbert Hubbard
(over 100 years ago)*



A CHILD'S PLACE

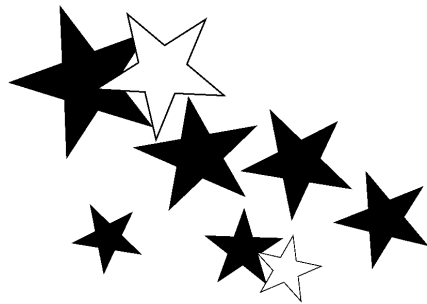
YMCA "A Child's Place" is the pre-school/day care center located in Building #24 at the Fort Worth Federal Center. The center enrolls children from 6 weeks to seven years old. Government employees have priority when openings in the classrooms are available. All activities in the classrooms are developmentally age appropriate. The daycare is accredited with the National Academy of Early Childhood Programs (NAEYC). To receive accreditation, A Child's Place has to meet a variety of strict criteria and undergo a series of evaluations, observations, and training set up by the NAEYC.

Besides an on-site study of the program by professional validators Accreditation includes a final review by a panel of commissioners who are experts in the field of early childhood education.

For more information about or a tour of the facility, call Sunny Guterrez, Director of "A Child's Place" at 817-334-5228.



Oh Say Can You ...



get the answers to these
questions on the history of
the Declaration of
Independence?

(answers on page 16)

1. Who wrote the Declaration of Independence?
 - A) George Washington
 - B) Thomas Jefferson
 - C) John Hancock

2. Where was the Declaration of Independence signed?
 - A) New York City
 - B) Boston
 - C) Philadelphia
3. Why did the colonies want their independence from Britain?
 - A) To avoid taxation without representation
 - B) Freedom from British troops in America
 - C) Unfair import/export laws
4. How many colonies signed the Declaration of Independence?
 - A) 7
 - B) 13
 - C) 50
5. Who was the British monarch in 1776?
 - A) Queen Elizabeth
 - B) King George III
 - C) King Louis
6. Where is the Declaration of Independence?
 - A) National Archives
 - B) Library of Congress
 - C) It's on a continual tour around the country
7. Who was it that first made a formal call for independence?
 - A) Paul Revere
 - B) Thomas Jefferson
 - C) Richard Henry Lee
8. How did Britain react to the Declaration of Independence?
 - A) The King sent additional armies to the United States
 - B) British troops were ordered to leave America
 - C) The King issued a warrant for Jefferson's arrest
9. What is the order of the signatures on the Declaration of Independence?
 - A) Alphabetical by name
 - B) Geographical (from northern colonies to southern colonies)
 - C) There's no particular order
10. When was the Declaration of Independence formally adopted?
 - A) August 12, 1776
 - B) July 4, 1776
 - C) September 1, 1789

Take Steps to Alleviate Stress

Stress can play a major role in poor physical and mental health. Yet with the rapid changes occurring in most places of business, stress seems to be an inevitable part of the workday. Just in time for National Stress Awareness Day, April 16, 1998, experts offer some suggestions to better cope with job pressure.



- Prepare yourself for change. Consider possible scenarios and imagine how best to cope with changes in the company or in your job description.
- Recognize any increased expectations or workloads and congratulate yourself for successfully meeting the demands _ even if no one else will.
- Look for ways to become more efficient by eliminating redundant or unnecessary tasks or streamlining processes.
- Seek support from colleagues or family members. Don't try to handle problems alone.
- Avoid turning to alcohol or drugs in times of crisis.
- Don't allow yourself to be taken advantage of. If the demands made on you are excessive or unreasonable, let your superiors know before you're forced to disappoint them.
- Reserve time for yourself and your family. Everyone needs some leisure time or burn-out is inevitable.



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Technology advances; people stay the same



TELEPHONE SCAMS

The telephone on your desk is not only an important part of how you do your job, it is also a tempting target for scam artists. A recent scam involved someone pretending to be a telephone company service technician running a test on the telephone line. He asked that the employee dial "90#" and hang up quickly. Pressing those buttons gives the scam artist access to that phone line and any calls he/she makes will be charged to that office. If you receive a call from someone asking you to dial "90#," that is an attempted crime. According to the Code of Federal Regulations, you must report it as such. Employees should use another phone to notify the Federal Protective Service immediately. Do NOT use the phone on which the call was received. The Officer may wish to use "call back" or other feature on some of our telephones. These "high tech" crimes are serious, and are increasing in numbers. FPS works closely with other Federal investigative agencies and telephone company investigators in solving these crimes. GSA employees reporting these crimes could provide vital information needed by law enforcement/investigative personnel to solve these types of crimes.

Answers To Canada Quiz:

1. Superman.
2. A UFO landing pad, in case one drops in.
3. Trivial Pursuit and Yahtzee.
4. Bryan Adams.
5. The Dionne quintuplets were born.
6. The beaver.
7. Martin Short, Mike Myers, Phil Hartman, Dan Aykroyd and Mark McKinney are all Canadian SNL veterans. The show's producer, Lorne Michaels, is also Canadian.
8. The zipper, which was invented by Gideon Sundback in 1913.
9. At 7,821 kilometers, it is the longest national highway in the world.
10. Quebec City.

Answers to "Oh Say Can You...":

1B, 2C, 3A, 4B, 5B, 6A, 7C, 8A, 9B, 10B

EXPRESS YOUR THOUGHTS....

We are looking for suggestions on how we can improve our services to you and your agency. Any little suggestion or comment will do. Some little thought that will help us benefit and grow in providing you and your agency quality service will be greatly appreciated.

We would appreciate hearing your thoughts and comments on what we are **doing right**. What you and your agency would like us to keep doing because it is benefiting you and your agency.

Everything our office does is centered around you and your responses to us. Please help us by taking the time to express your thoughts below....

NAME OF PERSON SUBMITTING: (Optional, but helpful to clarify complaints)

NAME: _____
AGENCY: _____
DATE: _____

Please return your thoughts to:
GSA Customer Service Center (7PMF-FW)
ATTN: Irene Flores
819 Taylor Street, Room 14B06
Fort Worth, TX 76102
(817) 978-2856

E: Mail to flores,irene or on the internet to irene.flores@gsa.gov.